



Rohit Kumar <oooooooo.koo@gmail.com>

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## Your Amazon.in Inquiry

3 messages

**Amazon.in** <cs-reply@amazon.in>

Tue, Sep 29, 2015 at 1:14 PM

Reply-To: "cs-reply+A180SO6GIZRFLW@amazon.in" <cs-reply+A180SO6GIZRFLW@amazon.in>

To: Rohit Kumar <oooooooo.koo@gmail.com>

[Your Account](#) | [Amazon.in](#)



### Message From Customer Service

Hello,

Good Afternoon!

I understand your query regarding the unauthorized charges that has been debited from the account.

I'm sorry to hear that the bank has resolved the issue stating that "Merchant confirmed transaction as successful".

To help you, I've filled all the information in a complaint that you have mentioned, including the attachment of the message confirmation and have forwarded it to the billing team on high priority.

The billing team will check with the internal team and get back to you with more information on this. The concerned will write back to you in 24-48 hours.

As you we as a customer service team are completely dependent on billing team for any information related to transactions. We are unable to provide with accurate information right away because we don't access to such information and will have to forward your concern by filling a request.

I've asked the concerned team to get back to you with the information at the earliest.

I appreciate your immense patience and understanding in this regard.

I hope I was able to assist you today. Please use links below to provide us your valuable feedback.

We look forward to seeing you again soon.

Warmest regards,  
Habeeb K

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#### Did I solve your problem??

To contact us about an unrelated issue, please visit the Help section of our website:

<http://www.amazon.in/help>

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## Amazon.in

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### Original Message

Dear Billing Department of Amazon,

Further to the ongoing issue regarding the disputed transaction of Rs. 20,000/- which was unauthorized, we approached the card issuing bank and have finally received the resolution.

The complaint was lodged with State Bank of India with reference / ticket id - PG429220518976.

The resolution SMS received from the bank is as follow:

\*Your complaint PG429220518976 has been attended to and closed after resolution as:"Merchant confirmed transaction as successful".\*

Okay, so here we have a situation. Firstly Amazon's Billing Team takes 16 days for investigation, and responds to me that the charges were never received by them (Amazon.in email dated 26th August, 2015). They ask us to file dispute with the bank as "refund never processed". And now, the same Amazon replies to the complaint via Bank, and confirms the same transaction as successful.

Please find the snapshot of the SMS received from the bank, for your reference. Also, I will wait only 24 hours for a final response from you people on this issue.

This was not expected from the superstar team of Amazon.

No Regards,

\*-----Rohit Kumar\*,

+91-9960□□□□4

On Sun, Sep 27, 2015 at 10:16 PM, [cs-reply@amazon.in](mailto:cs-reply@amazon.in) <[cs-reply@amazon.in](mailto:cs-reply@amazon.in)> wrote:

> [image: Amazon]

> <[https://www.amazon.in/gp/r.html?C=1W8UVPW1YY03R&K=A1QSCUG00VVD51&R=2T7ZEJNTWHMJN&T=C&U=http%3A%2F%2Fwww.amazon.in%2Fref%3Dpe\\_732761\\_40986351\\_gno\\_logo&A=3LUBWWXFMA2T1MQKB0C8QGS55GYA&H=1KOZLRQ7LHTXUBYBWBABV3MVQGRKA&ref\\_=pe\\_732761\\_40986351\\_gno\\_logo](https://www.amazon.in/gp/r.html?C=1W8UVPW1YY03R&K=A1QSCUG00VVD51&R=2T7ZEJNTWHMJN&T=C&U=http%3A%2F%2Fwww.amazon.in%2Fref%3Dpe_732761_40986351_gno_logo&A=3LUBWWXFMA2T1MQKB0C8QGS55GYA&H=1KOZLRQ7LHTXUBYBWBABV3MVQGRKA&ref_=pe_732761_40986351_gno_logo)> Your

> Account

> <[https://www.amazon.in/gp/r.html?C=1W8UVPW1YY03R&K=A1QSCUG00VVD51&R=2T7ZEJNTWHMJN&T=C&U=https%3A%2F%2Fwww.amazon.in%2Fyour-account%3Fref\\_%3Dpe\\_732761\\_40986351&A=HUFJUZNHUX9A9I8VXTOQPLACYEUA&H=4KGCUIJ3GITZ6BVYSJY2VCAXWCE4A&ref\\_=pe\\_732761\\_40986351](https://www.amazon.in/gp/r.html?C=1W8UVPW1YY03R&K=A1QSCUG00VVD51&R=2T7ZEJNTWHMJN&T=C&U=https%3A%2F%2Fwww.amazon.in%2Fyour-account%3Fref_%3Dpe_732761_40986351&A=HUFJUZNHUX9A9I8VXTOQPLACYEUA&H=4KGCUIJ3GITZ6BVYSJY2VCAXWCE4A&ref_=pe_732761_40986351)>

> Amazon.in

> <[https://www.amazon.in/gp/r.html?C=1W8UVPW1YY03R&K=A1QSCUG00VVD51&R=2T7ZEJNTWHMJN&T=C&U=http%3A%2F%2Fwww.amazon.in%2F%3Fref\\_%3Dpe\\_732761\\_40986351&A=1GEX5QWQP1MEFUKT6DRBKK9OUFQA&H=8AKKYNVPIPGJZAOIPAXFA4MAMSSA&ref\\_=pe\\_732761\\_40986351](https://www.amazon.in/gp/r.html?C=1W8UVPW1YY03R&K=A1QSCUG00VVD51&R=2T7ZEJNTWHMJN&T=C&U=http%3A%2F%2Fwww.amazon.in%2F%3Fref_%3Dpe_732761_40986351&A=1GEX5QWQP1MEFUKT6DRBKK9OUFQA&H=8AKKYNVPIPGJZAOIPAXFA4MAMSSA&ref_=pe_732761_40986351)> Message

> From Customer Service Hello Rohit Kumar,

>

> Thank you for contacting us.

> Warmest regards,

> Kranthi

> \*Did I solve your problem??\*

> Yes

> <[https://www.amazon.in/gp/r.html?C=1W8UVPW1YY03R&K=A1QSCUG00VVD51&R=2T7ZEJNTWHMJN&T=C&U=http%3A%2F%2Fwww.amazon.in%2Fgp%2Fhelp%2Fsurvey%3Fp%3D\\*\\*\\*\\*\\*&A=6AC8NGK4Y9ZXU4PAYEMZBSDEQ6UA&H=5AT0AAUZYGYGXX7B3FLW7ITOJM0EA&ref\\_=pe\\_732761\\_40986351\\_cscem\\_hmdyes\\_ht\\_1](https://www.amazon.in/gp/r.html?C=1W8UVPW1YY03R&K=A1QSCUG00VVD51&R=2T7ZEJNTWHMJN&T=C&U=http%3A%2F%2Fwww.amazon.in%2Fgp%2Fhelp%2Fsurvey%3Fp%3D*****&A=6AC8NGK4Y9ZXU4PAYEMZBSDEQ6UA&H=5AT0AAUZYGYGXX7B3FLW7ITOJM0EA&ref_=pe_732761_40986351_cscem_hmdyes_ht_1)>

> No

> <[https://www.amazon.in/gp/r.html?C=1W8UVPW1YY03R&K=A1QSCUG00VVD51&R=2T7ZEJNTWHMJN&T=C&U=http%3A%2F%2Fwww.amazon.in%2Fgp%2Fhelp%2Fsurvey%3Fp%3D\\*\\*\\*\\*\\*&A=YEAFTANJVOI7JP9Q1FWAQUUCZTIIA&H=IJDK5SUECMAW3R7IAOY83GQBQG8A&ref\\_=pe\\_732761\\_40986351\\_cscem\\_hmdno\\_ht\\_1](https://www.amazon.in/gp/r.html?C=1W8UVPW1YY03R&K=A1QSCUG00VVD51&R=2T7ZEJNTWHMJN&T=C&U=http%3A%2F%2Fwww.amazon.in%2Fgp%2Fhelp%2Fsurvey%3Fp%3D*****&A=YEAFTANJVOI7JP9Q1FWAQUUCZTIIA&H=IJDK5SUECMAW3R7IAOY83GQBQG8A&ref_=pe_732761_40986351_cscem_hmdno_ht_1)>

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> Your feedback is helping us build **Earth's Most Customer-Centric Company.**

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> Download Amazon App and shop anytime, anywhere [www.amazon.in/apps](http://www.amazon.in/apps)

> \*Amazon.in\*

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**Rohit Kumar** <t.k@gmail.com>

Fri, Oct 2, 2015 at 10:28 AM

To: "cs-reply+A180SO6GIZRFLW@amazon.in" <cs-reply+A180SO6GIZRFLW@amazon.in>

Hello Amazon,

Thank you for Amazing response and amazing services. You have defined the "priority" with a new definition.

It evidently seems that even under the given grave scenario, no one bothers to take care in your team.

You people have disappointed to maximum extent.

No Regards At All Anymore

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**Rohit Kumar,**  
+91-9960□□□□4  
[Quoted text hidden]

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**Rohit Kumar** <t.k@gmail.com> Mon, Oct 5, 2015 at 1:37 PM  
To: "cs-reply+A180SO6GIZRFLW@amazon.in" <cs-reply+A180SO6GIZRFLW@amazon.in>

Hello,

It has been 6 days now, since you said that the billing team will revert within 24-48 hours. Is this the Amazon way of handling critical issues like this?

Please ask your billing team to revert me with the final answer now.

No Regards At All.

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**Rohit Kumar,**  
+91-9960□□□□4  
[Quoted text hidden]